

Verizon New England Inc.

1. Tariff Information and General Regulations**1.5 Responsibility of the Customer**

1.5.3 Liability	
A.	In case of damage, loss, theft or destruction of equipment and facilities furnished by the Telephone Company due to the negligence or willful act of the customer or other persons authorized to use the service, the customer may be required to pay the expense incurred by the Telephone Company to replace or restore the equipment and facilities to its original condition.

1.5.4 Notification for Termination of Service	
A.	The right is reserved to require notice of not less than ten days of the customer's desire to terminate the service.

1.5.5 Payment of Bills	
A.	The customer is responsible for payment of all charges for service in accordance with the following provisions.
1.	Bills are due when rendered and are payable at an office of the Telephone Company.
a.	Delayed payment of bills may result in the interruption or discontinuance of the customer's service.
2.	The customer is required to pay, in accordance with the Telephone Company's established collection and billing practice, all charges for exchange, exchange access and private line services, MTS, and for all services billed by the Telephone Company for other carriers.
a.	The customer is held responsible for all charges for telephone service rendered at the customer's telephone, including charges for toll messages on which the charges have been made collect.
3.	Two people who reside at the same address may elect to have one or both persons' names appear on the bill for telephone service.
B. Late Payment	(T)
1.	For business customers, all amounts outstanding 25 days or more from the date on which the bill for such amounts is mailed are subject to a late payment charge, with the exceptions specified in Sections 1.5.5.B.3 and 1.5.5.B.4. The late payment charge will be calculated at an annual rate of interest which is the equivalent of the rate paid on two-year United States Treasury notes for the preceding 12 months ending December 31 of any year, plus 10%. (T)
2.	Residence customer bills for service are due on the due date specified on the bill. A customer shall be given 30 calendar days from the date of receipt of the bill for payment in full. If payment is not received by the customer's next billing date, a late payment charge of 1.5% will be applied to all previously billed charges relating to telephone services with the exceptions specified in Section 1.5.5.B.3. (N)
3.	The late payment charge will not apply on the following amounts or accounts: (T)
a.	Any disputed amounts of a customer bill on which a dispute is pending; and, (T)
b.	The final bill amount for a customer account, except that any late payment charges included in the balance on a final statement are still due. (T)
c.	Residential accounts in an approved deferred payment arrangement. (N)
d.	Lifeline customers (N)

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John Conroy
Vice President Regulatory-MA

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1.5.5 Payment of Bills	
B.	(Continued)
4.	The following entities are temporarily exempt from application of late payment charges.
a.	All agencies of the Commonwealth, including constitutional offices, the legislature and the judiciary.
b.	Cities, towns, municipalities, counties and other political subdivisions of the Commonwealth, including school and other services districts.
c.	Authorities, commissions, and institutions of higher education of the Commonwealth, as well as quasi-public agencies for the benefit of the citizens of the Commonwealth.
C.	Returned Check— Whenever a check or draft presented for payment of services is not accepted by the institution on which it is written, a returned check charge applies, per check or draft written.

(T)

1.5.6 Deposits	
A.	In order to safeguard it against loss of charges or tolls due at the time of service may be terminated, the Telephone Company may require a customer or applicant for telephone service to make a cash deposit equal to the estimated amount of exchange and toll service charges for any period of two months.
1.	The rate of interest for residence customers is 7% per annum.
2.	The rate of interest for business customers is equivalent to the rate paid on two year United States Treasury notes for the preceding 12 months ending December 31 as reported in the most current Federal Reserve Bulletin monthly publication.
B.	Interest is credited to the customer annually, or upon termination of the service, or upon the return of the deposit by the Telephone Company shall in no way relieve the customer or applicant from compliance with the Telephone Company's regulations as to advance payments (if any) and the prompt payment of bills, nor constitute a waiver or modification of the practices of the Telephone Company for the discontinuance of service for nonpayment of any sums due for service rendered.

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